Learning Conversation Notes	
Name of Partner: Placer Superior Court	Date: 03-08-2005
Family Law Facilitation	
Number of Children Served:	Ages: 0-1 yr (89), 2 yr (40), 3 yr (59),
308	4 yr (56), 5 yr (64)
When Served:	Gender: Ethnicity:
10-1-2004 through Feb 28, 2005	163 – M Asian/Pac Is. 2
	142 – F African Amer 1
	3 - Pre Nat. Hispanic 8
	Bi-Racial 7
	White 71

Conversation Participants: Diane Bras, Tom Grayson, Molly Sugarman, Yvonne Peabody, Nancy Davis, Don Ferretti, Nancy Baggett, Michael Romero, Heidi Kolbe-Facilitator

Outcomes:

- All parents of children prenatal through 5 served by the Facilitators Office are supported with legal information and referrals for needed services. Therefore the lives of their children will be improved.
- Partnerships are established with law schools and the Facilitators Office so that law students are trained to work in the clinic at low or no cost. Through this process First 5 funds for staff support are augmented to sustain services to families of 0-5.

Performance Measures:

- Demographics (ages, gender, and when served)
- Track referrals made to other agencies
- Questionnaires for parents who are served more than once.
- Facilitator data collection instrument
- Number of law school partners and students serving 0-5

What is this data telling us about achievement of outcomes?

Service population is representative of the county population. As the children age the stresses seem to bring the families into the courts

Child related issues are the predominant reasons bringing the families into the courts. 20% of cases are seeking child support, 42% are seeking child custody, 22% are seeking child visitation

Low income people primarily have issues of concern regarding their children rather than complex property issues.

What is this data telling us about achievement of outcomes? (Con't)

In some cases the parents were seeking the wrong assistance and the Facilitators Office was able to help redirect them to the proper services

Many people are facing many needs and the Facilitators Office supports them with the necessary legal information

Legal services are being provided and referrals are being made around issues involving children.

4 students from CA Paralegal College and 1 McGeorge Law School graduate are on staff as volunteers. When the court moves to the So. Placer Justice Center, it will be easier to get more volunteers due to the shorter commute from law schools.

229 families were served by the two paralegals and 145 were served by volunteers 65 complex cases were served by the facilitator herself

The goal of 35% being served by volunteers is almost achieved. The Facilitators Office is currently at 31% of cases being served by volunteers.

The Facilitators Office has been able to reorganize their space in order to accommodate more volunteers and staff. Volunteers were recruited by looking for people who needed to acquire the skills the Facilitators Office provides to its customers – for example filling out forms and client interview skills.

- One customer reported her children are safer as a result of the services received.
- A set of parents said the services received helped them to be civil to each other so that their children did not have to witness the constant arguments
- One parent stated that the services received empowered the father and son to escape the horror of the mother's life

The message that brain development from 0-5 is still occurring is being spoken as well as followed up with documentation. Many parents were taught to realize that the child's brain is still changing and the child's environment is the major factor affecting those changes.

Customers frequently give more weight to being around the other parent even if it was not safe for the child. The Facilitators Office was able to stress that safety is most important consideration.

Most of the referrals are made for the parents rather than the children.

In what ways will we apply what we have learned from our data?

Facilitators Office has developed a triage process to expedite the completion of forms for the repeat clients.

At the top of the survey form put "We are trying to determine if what we are doing is helping your child". Clarify the "Why", and put a blank for the age of child. Also ask if any other services needed.

Consider using FRC questionnaire as a guideline to determine if other services are needed

Facilitators Office will revise the customer questionnaire to focus more on the child's needs.

Be more intentional in collecting the data and demographic information. There are now staff meetings to discuss the importance of gathering the specific information as well as educating the staff to other First 5 partners

When recruiting volunteers, market the advantages of learning; particularly skill development.

Keep up the emphasis on customer service. Referrals by word of mouth to others is the largest referral source

Other points that were made during the conversation:

It would be a good idea for the Facilitators Office staff to familiarize themselves to all the First 5 partners. It is a good source of information in order to make referrals.

Many parents are employed and may not realize that they are eligible for services.

When the parents get the information on what they can legally have, they know better how to manage their case. As a result they are usually able to settle their cases with less negative impact on their children

Next Steps:

Consider using staff meeting time to bring in guest speakers such a MIC to educate staff

Finalize the questionnaire within the next two weeks

Meet again for the next learning conversation in mid October 2005